



*"We Help
Put America
Through
School"*

Enterprise Change Control Group:

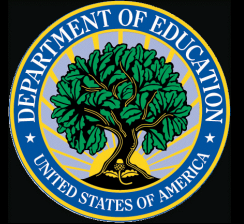
**Creating
Managing
Supporting**

September 6, 2002

Purpose of the Enterprise Change Control Group (CCG)



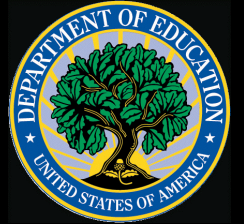
- System Production Change Requests are normally handled via the ECM Tool in discussion at weekly VDC Production meetings (aka Transition Planning Meeting)
- Currently there is no mechanism to escalate an unresolved issue that affects more than one application
- The purpose of the Enterprise Change Control Group is to provide a forum chaired by the FSA CIO that can resolve any unresolved CRs escalated from the Weekly VDC Production meetings



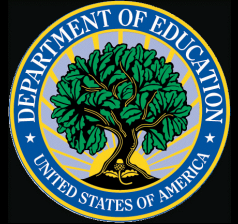
Example Scenario involving the Enterprise CCG

1. Project A needs and requests an upgrade to an underlying support software (via CR in the ECM Tool) such as Websphere
2. Project B uses the current version of the underlying support software and is not prepared to make necessary adjustments in order to use the upgrade
3. The VDC Production Meeting doesw not resolve the issue
4. The IT Services VDC Manager determines that Project A is an important application that should not be delayed or Project A needs to escalate the decision for resolution
5. The IT Services VDC Manager petitions the FSA CIO for a meeting of the Enterprise CCG
6. The FSA CIO convenes the Enterprise CCG who resolves the CR conflict

Goals to achieve

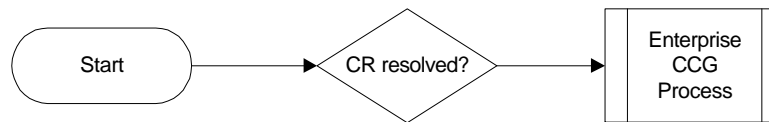


- Provide an escalation process for unresolved Production CRs
- Provide a structure and process that is:
 - EASY, SIMPLE, and QUICK
 - COMPLEMENTS and SIMPLIFIES EXISTING PROCESSES
 - BUILDS ON THE ECM TOOL
 - MINIMIZES TIME DELAY
- Build a consensus among key stakeholders

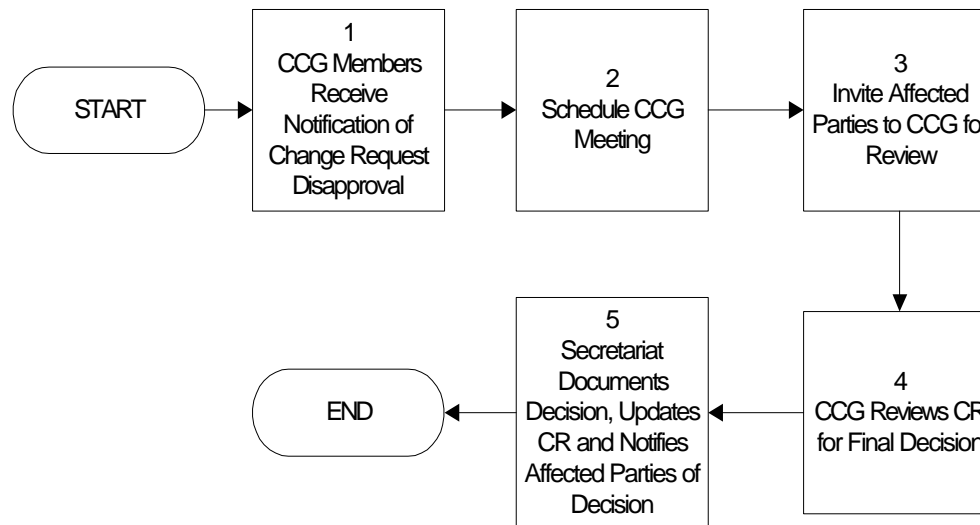


Enterprise CCG Process Flow

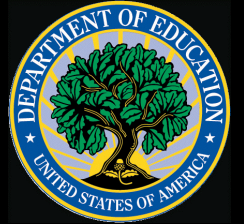
An ECM Tool Production CR is not resolved



The ITS VDC Manager petitions the FSA CIO for an Enterprise CCG meeting and the CCG Process is initiated



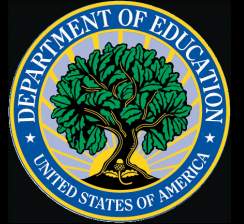
Membership



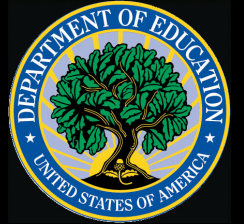
- **DRAFT RECOMMENDATIONS**
(Need Right Executive Level to Provide Closure)
- **Suggested Standing Members:**
 - **FSA CIO**
 - **DepCIO IT Services**
 - **IT Services VDC Manager**
 - **Mod Partner Senior Technical Architect**
 - **Mod Partner Technical Architect**
- **Others?** _____

- **Additional Attendees affected by CR:**
 - **Business Channel Representation (may include GMs)**
 - **Affected Projects, Support Organizations, and SMEs**

Support



- **DRAFT SUPPORT RECOMMENDATIONS**
- **CCG Process Support (Secretariat Function):**
 - **Task Order 90 (Enterprise CM Implementation)**
(To Notify Potential Attendees/ Record/ Monitor Actions)
 - **Ensure CR is updated based on Resolution**



Initial Products for the First Meeting

- **Documents:**
 - **Process Guide**
 - **Minutes Template (each CR is identified with a number and a source)**
 - **Attendee Sign-up Roster**
- **Fix the periodic meeting/teleconference:**
 - **date/time**
 - **location**
(eg Every Friday 11 AM 10th floor Room 800 OR As Needed)
- **Use the VDC Production meeting results to provide additional supporting documentation needed:**
 - **CR impact analyses**
 - **the primary source of inviting other participants**